



# At Home Care

## Client Privacy Statement

### Client Privacy Statement

#### Introduction

This privacy statement explains how the organisation collects, uses, stores, and shares personal data about the people we support in line with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other applicable legislation.

We are committed to protecting the privacy, dignity, and rights of the people we support. This statement applies to all individuals receiving our services, as well as their representatives where appropriate.

#### What Personal Data We Collect

We may collect and process the following categories of personal data:

- Name, address, date of birth, and contact details
- Emergency contact and next of kin information
- Health and medical information, including diagnoses, medications, and care needs
- Care plans, risk assessments, and daily care records
- Information about preferences, routines, and personal history
- Safeguarding information and incident records
- Communication records with family members, professionals, and representatives
- Financial information where required for invoicing or funding arrangements
- Photographs (where consent has been provided)

#### Purpose of Data Collection

We process personal data for the following purposes:

- Providing safe, effective, and personalised care and support
- Developing and reviewing care plans and risk assessments
- Communicating with individuals, families, and professionals involved in care
- Managing safeguarding, health and safety, and incident reporting
- Meeting legal and regulatory requirements (e.g. CQC)
- Service management, quality monitoring, and improvement
- Billing and funding administration where applicable

#### Lawful Basis for Processing

We process personal data based on one or more of the following legal grounds:

- Provision of health and social care services
- Legal obligation (e.g. safeguarding and regulatory duties)
- Vital interests (e.g. protecting someone in an emergency)
- Legitimate interests (e.g. service delivery and quality monitoring)
- Consent (where required, such as for photographs)

#### Sharing Your Information

We only share personal data where necessary and appropriate. This may include sharing with:

Enterprise House, Maxted Road, Hemel Hempstead, HP2 7BT  
v1 Last Reviewed: Robyn Sparks (Care Manger) Fri Apr 17 2026  
Next Review: Registered Manager Sat Apr 17 2027  
Locally Responsible: Robyn Sparks

- Healthcare professionals such as GPs, nurses, and hospitals
- Local authorities and commissioners
- Regulatory bodies (e.g. CQC)
- Safeguarding teams
- Emergency services where required
- IT and care management system providers

We will only share information where it is lawful, necessary, and in the individual's best interests.

#### **GP Connect**

We use a facility called GP Connect to support the direct care of the people we support. GP Connect allows authorised health and social care professionals to access relevant GP practice information securely and efficiently when it is needed to deliver safe and effective care.

GP Connect enables clinical information to be shared between NHS systems using secure technology. This means that important information, such as medications, allergies, and medical history, can be accessed by authorised professionals involved in your care, helping to improve decision-making and outcomes.

We only access information via GP Connect where it is necessary to support your direct care. Access is restricted to authorised staff who require the information to carry out their role.

GP Connect is not used for any purpose other than direct care.

Authorised professionals who may access information via GP Connect include:

- GPs and GP practice staff
- NHS 111 clinicians
- Hospital and community healthcare staff
- Social care professionals involved in your care

All access to GP Connect is recorded and audited, and information is accessed securely in line with NHS requirements.

#### **Legal basis for using GP Connect**

- Article 6(1)(e) UK GDPR – processing is necessary for the performance of a task carried out in the public interest
- Article 9(2)(h) UK GDPR – processing is necessary for the provision of health or social care

Your rights in relation to your information accessed via GP Connect are the same as those outlined in this privacy statement.

#### **Data Retention**

We retain personal data only as long as necessary and in line with legal and regulatory requirements. Care records are retained in accordance with current guidance and securely disposed of when no longer required.

#### **Your Rights**

You have the right to:

- Request access to your personal data
- Request correction or erasure of inaccurate data
- Object to processing in certain circumstances
- Request restriction of processing
- Lodge a complaint with the Information Commissioner's Office (ICO)

For any data protection queries or requests, please contact the Registered Manager or the organisation's Data Protection Lead.

#### **Changes to This Statement**

This privacy statement may be updated from time to time to reflect changes in legislation or operational needs. The most recent version will always be available upon request.